

ATTACHMENT G TASK ORDER 0002  
**Integrated Student Experience Test Services**  
**Enhancements**  
**Statement of Work**

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## 1.0 Introduction

Currently Federal Student Aid (FSA) disseminates financial aid information to students and borrowers through a mechanism comprising of 12 different websites and therefore faces a number of challenges to maintain its enterprise infrastructure such as consistent content, redundancy across websites, multiple authentication testing, and increased enhancements to the financial aid portfolios.

## 2.0 Background

The Integrated Student Experience (ISE) initiative is to consolidate these websites that will provide FSA customers with a heightened experience as they maneuver throughout the websites.

Furthermore, the ISE initiative will reinforce the President Obama, Student Aid Bill of Rights issued March 10, 2015 for borrowers to receive quality customer service, access to reliable information, and fair treatment as part of his vision for continued higher education.

StudentAid.gov receives more than 30 million annual visits (and an average of 3 million users per month). The website, built in responsive design for optimal viewing on all devices, consists mainly of static content (about 190 pages of English content and 140 pages of associated Spanish content).

## 3.0 Objectives

Tasks shall be comprised of testing new functionalities and operations and maintenance testing. The first task to be awarded is testing new functionalities and regression testing existing functionality to ensure new code has not adversely impacted the current system. Testing may include technology refreshment and Evergreen support. The second task that may be awarded is Operations and maintenance (O&M) testing support which was awarded recently to Dovel Technologies in July 2016.

A separate development contract was awarded in April 2016 and the development contractor is responsible for O&M development and new enhancements. A modified Agile development approach may be used. In this case the Test Team shall have access to test at the end of each sprint and will also perform a complete test at the end of the last sprint. This process is iterative in nature and covers development of specific test cases that will be implemented within a sprint. The details of the lifecycle will be determined during the project planning of each development effort.

The Contractor shall identify and mitigate risk during this effort. Risks are reported in status reports, during status meetings, and reported to the COR as soon as they are realized.

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### 3.1 Enhancements Details

Enhancements shall be determined based on the project strategy or regulations or laws that influence the ISE project. The timeline for enhancement projects may vary from 6 months to 1 year or more.

New key features for the website to be scheduled and implemented may include:

1. Digital style resource bundling which will provide the student /borrower websites to be more consistent in their presentation such that the users experience appears seamless when navigating across multiple FSA websites.
2. User engagement improvement with StudentAid.gov through updating the website's homepage, mega-menu, and key landing pages.
3. Design and content presentation improvement of the following StudentAid.gov sections, including but not limited to:
  - A. Announcements,
  - B. Resources,
  - C. Contact Us, and
  - D. Data Center.
4. Predictive, intuitive, and analytics-driven search improvement of StudentAid.gov
5. StudentAid.gov's content and content layout enhancements based on strategic insights into StudentAid.gov's user needs and behaviors.
6. Enterprise Complaint System web user interface
7. Federal Student Aid Information Center (FSAIC) help webpage
8. NSLDS Transactional which will build on the functionality currently available on the National Student Loan Data System student access website and offer it through StudentAid.gov. This will include sending user information back to NSLDS on updated addresses, enrollment information, and professional access to see the student's pertinent data, etc.
9. MyEdDebt.com or National Student Loan Data integration

Features may change, and new features may be added based on the strategy of the overall ISE program. These may require the Contractor to provide test documentation, system testing, support for user acceptance testing, and coordination and collaboration with the ISE Integrated Project Team (IPT) team.

Testing of ISE website shall be required after technology refreshment upgrades.

This effort does not include a requirement for performance testing or security testing, also known as Security Testing and Evaluation.

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#### 4.0 Enhancement Support Requirements

The Contractor shall provide full lifecycle application test services, to include independent testing. Testing shall be conducted manually and may be complemented by automated testing.

1. Participate in project requirements meetings and review all project requirements documentation and include comments/ questions related to the documentation in the provided comments matrix submitting the comments to the FSA ISE Test Manager
2. Collaborate with the FSA ISE Test Manager to provide updates on the project schedule for the testing milestones and tasks
3. Collaborate with the FSA ISE Test Manager, the development Contractor and other IPT team members as needed to facilitate the success of the project
4. Develop system testing strategy
5. Create test cases in Rational Quality Manager (RQM) and if access is not granted early on in the project, test cases shall be documented in a document (format to be provided by COR) uploaded to Share Point and later loaded to Rational RQM.
6. Review and provide input into the User Acceptance Test Plan strategy
7. Participate in the Sprint meetings for requirements clarifications, planning, and design reviews and provide feedback and official comments on them
8. Participate in ongoing meetings to review requirements and design and provide feedback on testability
9. Follow the Federal Student Aid Enterprise Change Management processes to ensure all changes are coordinated, reviewed, and approved through Federal Student Aid organizational areas
10. Perform system testing including intersystem testing by executing the test cases and coordinating with other testers using the required browsers (e.g. Internet Explorer (IE) 9, Firefox, Chrome, Safari, other browsers may be added) on the PC and mobile devices
11. Discuss and plan test scenarios with interface teams
12. Create test data when required to be processed in specified test scenarios and provide to users during user acceptance testing
13. Execute test cases on PCs, designated tablets, and mobile phones
14. Record the system testing results in RQM
15. Document results, defects and issues found during system testing using RTC in accordance with FSA's Enterprise Test Management Standards
16. Support user acceptance testing and work with the FSA ISE Test Manager by providing ideal test scenarios that cover the testable items and user acceptance test cases, conduct hands-on testing as needed and providing clarity as needed on the requirements by working with the business analyst
17. Adhere to the ISE project team change management and configuration management plans
18. Provide test scenarios as requested by FSA's Enterprise Performance Testing Team (EPT)
19. Provide test scenarios for the Department of Education's Assistive Technology Team when requested and attend the test session(s) to support the Section 508 testing

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20. Provide inputs to the Defect Management Microsoft Office Power Point slides to be incorporated into the Production Readiness Review (PRR) slide deck that is prepared by the Project Manager
21. Identify and recommend a subset of test cases to be used for smoke testing and regression testing after each release is deployed into the test environment
22. Conduct testing to support post production implementation testing
23. Support the application once deployed into production
24. Review new web content against approved Word document content to ensure it was loaded correctly (accuracy/format/links) in English and Spanish (Spanish fluency not needed, only attention to detail)
25. Transition Documentation - Contractor may be required to create a transition plan to identify the activities and associated challenges for continued support of applications for transition to FSA and other contractors.

5.0 Operations and Maintenance Testing Support Requirements

1. Test existing functionality to ensure expected behavior (log into My Federal Student Aid; use Career Search tool, submit test forms, etc.)
2. Test defects, supporting the development team as needed
3. Perform system integration testing for system upgrades due to bug fixes, maintenance and O&M enhancements
4. Perform user acceptance testing support activities for system upgrades due to bug fixes, maintenance and O&M enhancements
5. Develop O&M testing strategy
6. Provide user agreed upon test scenarios that cover the testable items and user acceptance test cases
7. Create test cases in Rational RQM and if access is not granted early on in the project, test cases shall be documented in a document (format to be provided by COR) and later loaded to Rational RQM.
8. Provide input into the project schedule for testing tasks and schedule
9. Test minor defects, supporting the development team as needed
10. Ensure redirect and shortcut links continue to work once implemented
11. Routinely review live pages of StudentAid.gov, checking for broken links, image or file display issues, and deviations from FSA Digital Style Guide
12. Participate in O&M meetings for requirements and defect clarifications, planning, and design reviews and provide feedback and official comments on testability according to the project plan
13. Follow the Federal Student Aid Enterprise Change Management processes to ensure all changes are coordinated, reviewed, and approved through Federal Student Aid organizational areas
14. Execute all testing using the required browsers (e.g. Internet Explorer (IE) 9, Firefox, Chrome, Safari, other browsers may be added) on the PC and mobile devices
15. Provide test data when required to be processed in specified test scenarios
16. Record all testing results in RQM
17. Document defects and issues found during system testing using RTC in accordance with FSA's Enterprise Test Management Standards for recording

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18. Conduct testing to support FSA's Technology Refreshment and Evergreening
  19. Conduct testing to support FSA's Disaster Recovery exercises
  20. Provide testing documentation
  21. Provide leadership support during enhancement projects
  22. Conduct review of changes made by non-technical content loaders or the development vendor to ensure that they are implemented correctly using the Developer's style guide to ensure accuracy to font size, colors, and design
  23. Conduct review of the web pages content using the Spanish and English documents (called 'copydocs') that describe approved content/text for each page

**6.0 Deliverables**

Only the TO COR, and his/her designated alternate may upon approval from the TO CO has the authority to inspect, accept, or reject all deliverables but final acceptance of all deliverables will be provided in writing or in electronic format to the COR for the CO within 30 days from the milestone date.

**Table A – Deliverables**

The table below identifies a timeline for individual tasks and approximate due dates which will be finalized upon award. It also shows the type of review required which is classified as either Delivery Standard (DS) or Delivery Extended (DE). The numbers of days listed in the deliverable schedule are business days. All deliverables will be accepted according to the deliverable review and acceptance guidelines. Please note that the required lifecycle update schedule will repeat themselves until the Contractor deliverables are accepted. Any and all delays must be explained and authorized by the Contracting Officer or their representative in advance to avoid penalties.

**Delivery Standard (DS)**

- a. 10 business days for Federal Student Aid to review and comment
- b. 5 business days for Contractor to respond with updates
- c. 5 business days for Federal Student Aid to accept/reject updates

**Delivery Extended (DE)**

- a. 15 business days for Federal Student Aid to review and comment
- b. 7 business days for Contractor to respond with updates
- c. 7 business days for Federal Student Aid to accept/reject updates

Deliverables shall be provided according to the project schedule that meets the Government's availability for review. Do not provide more than three deliverables for review per review cycle.

The Contractor shall provide the deliverables identified in the following Deliverables List in accordance with the schedule approved by the Government. The Contractor may also be required

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to provide additional deliverables either upon Government request or as approved once proposed by them. In addition, the Contractor shall update deliverables throughout the life of the award.

All status reports, test plans, and defect management reports must be in the format as stated by the FSA Test Manager, the provided templates, and exemplars in LMM standard format. The Contractor may enhance the reports and shall work with the FSA Test Manager to get approval.

All documentation shall be free of grammatical errors and provide detailed information in plain English before allowed to invoice.

Reports, documents, and narrative type deliverables shall be accepted when all discrepancies, errors or other deficiencies identified in writing by the FSA project team have been corrected.

If the draft deliverable is adequate, the FSA Test Manager may accept the draft and provide comments for incorporation into the final version.

All of the FSA IPT project team's comments to deliverables shall be incorporated in the succeeding version of the deliverable, or the Contractor shall demonstrate to the FSA Test Manager's satisfaction why such comments should not be incorporated.

If the FSA Test Manager finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated in this Task Order, the document may be immediately rejected without further review and returned to the Contractor for correction and resubmission. If the Contractor requires additional guidance to produce an acceptable draft, the Contractor shall arrange a meeting with the TO COR/FSA Test Manager.

Guidance on deliverables are contained in FSA's Standards Library

1. Federal Student Aid's Lifecycle Management Methodology and Required Documentation for all Management and Technical Stage Gates.

(**NOTE:** For more information on FSA's LMM process, visit [Federal Student Aid's IT Standards Library](#), "Lifecycle Management Methodology")

2. Federal Student Aid's Test Management Standards include descriptions and guidance on test related deliverables (**NOTE:** For more information on FSA's ETMS deliverables descriptions and templates, visit [Federal Student Aid's IT Standards Library](#), "Lifecycle Management Methodology")

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Deliverables	Reference Enterprise Test Management Standards (ETMS) (version 4.0.1 unless otherwise noted) to be used as acceptance criteria	Submittal Frequency	Type of Review	Due Period
Project Management Plan	The Project Management Plan must follow the current Federal Student Aid software development Lifecycle Management Methodology. (May be combined with the Quality Plan) The plan must provide details on how the team will be managed and how staff will be maintained. Contractor shall also collaborate with the Government, third- party Contractor s, and additional stakeholders to meet the goals of the ISE Initiative.	15 Days After Contract Award	DS	15 Days After Contract Award

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Deliverables	Reference Enterprise Test Management Standards (ETMS) (version 4.0.1 unless otherwise noted) to be used as acceptance criteria	Submittal Frequency	Type of Review	Due Period
Quality Assurance Plan	The Quality Plan must provide details on process for ensuring quality of deliverables, documenting lessons learn and conducting other quality assurance activities based on Contractor's quality program.	15 Days After Contract Award	DS	15 Days After Contract Award
Master Test Plan	ETMS Version 4.0.1Section 3 Template 1. Using current Master Test Plan for updates.	Updates based on features to be included in the release and the agreed upon ISE Project Schedule	DS	As indicated on Project Schedule
System Test Plan	Adhere to ETMS Version 4.0.1, Test Planning Section 3.0. Use System Test Plan Template found in Appendix E. Test Plan for each Iteration using the Federal Student Aid Enterprise Test Management Standards and based on requirements artifacts (requirements, user interfaces, wireframes, etc.), design documents and other documents provided by the project team.	Updates based on features to be included in the release and the agreed upon ISE Project Schedule	DE	As indicated on Project Schedule



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<b>Deliverables</b>	<b>Reference Enterprise Test Management Standards (ETMS) (version 4.0.1 unless otherwise noted) to be used as acceptance criteria</b>	<b>Submittal Frequency</b>	<b>Type of Review</b>	<b>Due Period</b>
Test Cases for system testing, user acceptance testing, smoke testing, regression testing	ETMS Version 4.0.1 Section 4.3.2. Test Preparation reflecting the required fields as indicated in Rational Quality Manager Tool.	Updates based on features to be included in the release and the agreed upon ISE Project Schedule	DE	As indicated on Project Schedule
Metrics on Test Cases (Included in weekly status report)	ETMS Version 4.0.1 Section 3.4.17 Metrics, Section 5 Defect Management and Report Planning and 6.4 Metrics Identification and Selection. Metric formats must follow templates found in the Rational Test Management User Guide and other formats provided by FSA Test Manager.	Weekly	Review period 2 days after submission	Weekly
System Testing Summary Report	ETMS Version 4.0.1 Template 7. Report must be specific to the ISE project. Report must be at a detailed level providing summary of testing phrase and is concise, clear and at the correct level based on the testing performed.	One week after the completion of System Testing	DE	One week after the completion of System Testing

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Defect Management Reports	ETMS Version 4.0.1 Section 5 Defect Management Reports	Daily during system testing and user acceptance testing	Daily	Daily during system testing and user acceptance testing
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<b>Deliverables</b>	<b>Reference Enterprise Test Management Standards (ETMS) (version 4.0.1 unless otherwise noted) to be used as acceptance criteria</b>	<b>Submittal Frequency</b>	<b>Type of Review</b>	<b>Due Period</b>
Input into Test Readiness Review Checklist	ETMS Version 4.0.1 Section 3.4.8 Test Readiness Reviews Format to be provided by FSA	Prior to System and User Acceptance Testing of each Sprint (if Agile methodology used)	Review period 1 day after submission	As indicated on Project Schedule
Testing slides for the PRR	PRR Guidance Format to be provided by FSA	As indicated on Project Schedule	Review period 1 day after submission	As indicated on Project Schedule
Weekly Status Report	Template provided by FSA. Includes accurate count of test cases developed at the end of each test cycle; summary of services provided and document open issues and risks	Weekly	Review period 2 days after submission	Each Friday by close of business
Monthly Status Report	Template provided by FSA. Includes accurate count of test cases developed at the end of each test cycle	Monthly	Review period 2 days after submission	The first week of every month
Traceability Matrix	RTM to include data from Rational Quality Manager verifying that all test cases are	Before system and User Acceptance Testing begins	DE	As indicated on Project Schedule

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	traceable to requirements. Ensure traceability is maintained in RTC. Format to be provided by FSA in line with the LMM			
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<b>Deliverables</b>	<b>Reference Enterprise Test Management Standards (ETMS) (version 4.0.1 unless otherwise noted) to be used as acceptance criteria</b>	<b>Submittal Frequency</b>	<b>Type of Review</b>	<b>Due Period</b>
Intersystem Test Plan	Adhere to ETMS version 4.0.1, Test Planning Section 3.0. Test Plan must reflect the required testing based on Interface Detail Design Document Plan. Intersystem Test Plans for each Iteration based on requirements artifacts (requirements, user interfaces, wireframes, etc.), design documents and other documents provided by the project team	Based on features to be included in the release and the agreed upon ISE Project Schedule	DE	Due days as indicated on Project Schedule
Intersystem Scope Documents	Detailed coverage includes high level business process, test scenarios, data conditions, and any pertinent outputs.	Based on features to be included in the release and the agreed upon ISE Project Schedule  Enhancements	DE	Due days as indicated on Project Schedule
Detailed comments on documentation	Provide clear and detailed comments on documentation.	Due days as indicated on the project schedule	3 days after delivery	Due days as indicated on Project Schedule

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used as input for test case creation	Comments should be of functional and non-functional and design nature			
Disaster Recovery Input	Provide regression test cases and input into Disaster Recovery documentation	Due days as determined by Disaster Recovery Team – will take place at least once per year	DS	Due as indicated on Disaster Recovery project schedule
Transition Plan	Provide the activities, challenges for continued testing support of ISE	Due 30 days before end of contract	DS	Due as indicated on Transition schedule

## 7.0 Personnel Requirements

The testers shall have experience working in an agile development environment and have working knowledge of the IBM Rational Team Concert (RTC) and Rational Quality Manager (RQM) collaboration management tool. Note that FSA will not train the testers on how to use the Rational tool but will provide information specific to FSA's standards.

### Senior Testing Technician **(Key Personnel)**

- A. 7 years of work experience active testing of software, at least 3 of those years testing Web applications
- B. 1 year work experience in testing on Agile software testing projects
- C. 3 years experience in writing test management documentation (test plans, defect management reports)
- D. 5 years experience writing test cases/scripts and hands on software testing
- E. Experience with Rational Team Concert and Rational Quality Manager
- F. Mobile testing experience
- G. 1 year experience of work experience testing Social media of interfaces and working with user-generated content such as blogs (posting, establishing hyperlinks and content, understanding the popularity algorithm) and use of Facebook, Twitter, and YouTube.

### Testing Technician

- A. 3 years of work experience in hands on software testing
- B. 1 year work experience in testing on Agile software testing projects
- C. 1 year experience testing Web applications
- D. 3 years experience writing test cases/scripts
- E. Experience with Rational Team Concert and Rational Quality Manager

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**Test Lead**

- A. 7 years of work experience leading software testing projects
- B. 7 years of work experience active testing of software, at least 3 of those years testing Web applications
- C. 1 year work experience in testing on Agile software testing projects
- D. 3 years experience in writing test management documentation (test plans, defect management reports)
- E. 5 years experience writing test cases/scripts and hands on software testing
- F. Experience with Rational Team Concert and Rational Quality Manager
- G. Mobile testing experience
- H. 1 year experience of work experience testing Social media of interfaces and working with user-generated content such as blogs (posting, establishing hyperlinks and content, understanding the popularity algorithm) and use of Facebook, Twitter, and YouTube.

**Testing Technician – Intermediate**

- A. 5 years of work experience in hands on software testing
- B. 1 year work experience in testing on Agile software testing projects
- C. 3 years experience testing web applications
- D. 5 years experience writing test cases/scripts
- E. Experience with Rational Team Concert and Rational Quality Manager
- F. Mobile Testing experience
- G. 1 year experience in writing test management documentation (test plans, defect management reports)

**8.0 Period of Performance (PoP)**

Base Period:	September 30, 2016 through July 31, 2017
Option Period I:	August 01, 2017 through July 31, 2018
Option Period II:	August 01, 2018 through July 31, 2019
Option Period III:	August 01, 2019 through July 31, 2020
Option Period IV:	August 01, 2020 through July 31, 2021

**9.0 Place and Hours of Performance**

The work shall be performed primarily at the Contractor's facility but occasional travel will be required of the key personnel to meet with designated Government personnel and their stakeholders when approved by the TO COR and TO CO.

FSA address is located at 830 First Street, NE, Washington, DC, 20202.

When assigned to work at our Government facility a typical duty day shall begin at (8 AM - 5 PM) unless otherwise approved by the TO COR.

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Furthermore, all contracted personnel shall not report to a Government facility for work nor remain at our work locations any time unexpectedly.

10. Constraints

1. Two separate contract software testing entities will work on the ISE project. The two teams shall work collaboratively as one team to ensure the success of the ISE program. The FSA TO COR and FSA Test Manager shall oversee both teams.
2. The initial task order is for one Senior Testing Technician to provide support for enhancement work for 10 months.
3. All test cases shall be stored in Rational Quality Manager (RQM). If RQM is not available, the team shall create the test cases in a format to be provided by the COR and the team is to store the test cases in FSA's Share Point repository. The test cases shall be loaded into RQM at a later date as defined by the FSA COR.
4. ISE is available on the web and accessible by personal computers (PC), tablets, and mobile phone devices, thus testing shall be required on various operating systems. Mobile devices may be used from the inventory of the Enterprise Testing Team's mobile devices.

11.0 List of Attachments via zip file

- a. Web ISE Digital Style Guide 06161 - Federal Student Aid Web Development Guide
- b. Blog User Guide v\_3 (02\_4\_2015) - Solution User Manual Integrated Student Experience (ISO) Version 3.0
- c. ISE Content Workflow User Guide v\_26 (08\_08\_2015) – ISE Solution User Manual Content Workflow

12.0 Security Clearance

To gain access to the FSA facility, programs, and/or systems the Senior Testing Technician must obtain a 6C clearance.

13.0 Government Furnished Equipment

FSA will provide access to mobile devices.

14.0 Technical Environment

**Production Servers**

1. (1) MySQL Database Server - Red Hat Enterprise Server 5.6, 8GB RAM, (2) vCPUs
2. (4) Drupal Application Servers - Red Hat Enterprise Server 5.6, 32GB RAM, (8) vCPUs

**Test**

1. (2) Drupal Application and Database Server - Red Hat Enterprise Server 5.6, 32GB RAM, (8) vCPUs

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15.0 Browser Environment

FSA seeks to support browsers receiving more than 50,000 visits per month. The StudentAid.gov supported browsers include:

- 1.1. Google Chrome 34, 45-47
- 1.2. Microsoft IE 9-11
- 1.3. Apple Safari 8-9
- 1.4. Edge 12
- 1.5. Mozilla Firefox 41-43
- 1.6. Android Browser 4.0

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16.0

Labor Categories

Resource Type	Description
Test Lead	Leads test project or subset of test project. Designs and executes software tests and evaluate results to ensure compliance with applicable requirements for all test phases and varying lifecycles including Agile. Prepares test scripts and all required test documentation and data. Supports test manager for complex test programs. Writes test plans (to include objectives, methodologies, instrumentation requirements, analysis, etc.) and test procedure documents. Conducts analysis of defects, output data, and provides results and recommendations. Independently assess system performance against stated requirements. Reviews test results and evaluates for conformance to design. Effectively communicates issues, defects and risks to project team.
Testing Technician - Senior	Tests systems, writing and executing test scripts against stated requirements. Understands the test cycle, test plans, and detailed test results reporting. Conduct supervised analysis efforts to dissect output data, provide test results. Ability to conduct and create test for specialty areas such as web site navigation, web links redirection, data migration and test automation. Effectively communicates issues, defects and risks to project team.
Testing Technician - Intermediate	Tests systems, writing and executing test scripts against stated requirements. Understands the test cycle, test plans, and detailed test results reporting. Conduct supervised analysis efforts to dissect output data, provide test results.
Testing Technician	Tests systems, writing and executing test scripts against stated requirements. Understands the test cycle, test plans, and detailed test results reporting.



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**Table A – Performance Measures**

Scope	Performance Measures
System testing	Number of defects found in system must be lower than the number of defects found in user acceptance testing.
System Testing	Number of tester error defects must be lower than the number of defects due to requirement defects.
System Testing	Ensuring that tester error defects are not re-opened multiple times. Identical defects are re-opened no more than one time
On Time Deliverables	90% of deliverables milestones are on time. External factors (beyond the contractor's scope and control) will not be counted against the Target Goal.

FSA reserves the right to suspend the performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period of this Contract.

Any suspension shall be in collaboration with the contractor with ample notice for change management and any addition or adjustment would be a mutual agreement between the parties